

Governor's Office Daily COVID-19 Q & A

April 14, 2020

Helplines and Webpages

General Resources and a list of Executive Orders: visit coronavirus.illinois.gov

PPE Equipment:

- Donations: PPE.donations@Illinois.gov
- To Manufacture PPE in Illinois: ima@ima-net.org

Small Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or CEO.support@illinois.gov
- State: [click here](#). Federal: <https://disasterloan.sba.gov>.
- Business insurance coverage: <https://mc.insurance.illinois.gov/messagecenter.nsf>.

Unemployment Assistance: IDES set the following guidelines for applicants:

- FOR ON-LINE APPLICATIONS, [click here](#). If your last name begins with letters:
 - **A through M** file your claim on **Sundays, Tuesdays, Thursdays**.
 - **N through Z** file your claim online on **Mondays, Wednesday, Fridays**.

***Saturdays** – anyone who missed their window can apply.
- FOR PHONE APPLICATIONS, call (800) 244-5631. If your last name begins with letters:
 - **A through M** call between 7:30am – 6pm on **Tuesdays and Thursdays**.
 - **N through Z** call between 7:30am – 6pm on **Mondays and Wednesdays**.

***Fridays (7am-6pm) & Saturdays (8am-noon)** – those who missed their window can call.

Individual Assistance:

- Employee workplace rights complaints: (844) 740-5076 or submit a complaint [online](#).
- Resources for people with disabilities: visit www.DDD.Illinois.gov.
- Consumer guidance on debts due and regulated financial sectors: [click here](#).
- Airbnb Housing opportunities for first responders and medical professionals: [click here](#).
- For insurance coverage guidance from the Department of Insurance, [click here](#).
- Medication Affordability Assistance: visit: <https://abe.illinois.gov/abe/access/>
- Illinois taxpayer information: visit DOR's [resource page here](#).
- Call4Calm: Text "TALK" to 5-5-2-0-2-0; for Spanish, text "HABLAR" to 5-5-2-0-2-0

Other Resources:

- Federal Stimulus Package Unemployment Benefits Q&A: [click here](#).
- IDFPR list of licensees and consumers impacted by COVID-19: [click here](#).
- School related inquiries: visit <https://www.isbe.net/covid19>
- COVID19 cases by county: visit dph.illinois.gov
- To volunteer: visit serve.illinois.gov or email dph.serveillinois@illinois.gov
- COVID-19 Symptom guidelines: visit DPH website, [click here](#).
- Emergency Day Care Provider Search: visit <https://emergencycare.inccrra.org>
- To report price gouging: submit a complaint [online](#).

Childcare

Q: Will wage garnishments or bank levies be suspended for nonpayment of child support?

A: No. Pursuant to Executive Order 25, Section 2, wage garnishments or bank levies for non-payment of child support are not suspended. Custodial and non-custodial parents whose income or employment status has changed may request a modification of their support order by calling 1-800-447-4278 or by emailing their request via their online services account. <https://www.illinois.gov/hfs/info/media/Documents/ChildSupportPRCovid.pdf>

Credit Unions

Q: Where can community members access information pertaining to credit unions and currency exchanges?

A: The Department of Financial and Professional Regulation (IDFPR) issued the following guidance for credit unions, currency exchanges, banks, and consumers.

Please review the series of links under IDFPR's website: <https://www.idfpr.com/COVID-19.asp>.

Small Business Assistance

Q: Is there guidance in Spanish for small business owners to apply for state loans/grants?

A: The Illinois Department of Commerce & Economic Opportunity is hosting a Spanish webinar about COVID-19 Resources for Small Businesses on **Thursday, April 16th from 1-2 p.m.**

To register please [click here](#).

Medical

Q: Will the summer weather in the coming months stop the spread of the virus?

A: The weather doesn't necessarily cause the transmission of the virus. It will most likely be due to the increase in proximity to others over the summer that would spread the virus. Due to

this, it is necessary to have some form of social distancing. There is much more to learn about the transmissibility, severity and other features associated with COVID-19. Investigations and research are ongoing.

Q: Where can I view the number of beds utilized for COVID-19 patients?

A: Beginning on April 14, 2020, the Illinois Department of Public Health (IDPH) will begin posting bed utilization data on their website. The data will be updated daily. The data can be found at <http://www.dph.illinois.gov/covid19>.

Domestic Violence Victim Services:

Q: Who can receive Domestic Violence Victim Services?

A: Victim services are available to anyone at no charge, regardless of race, ethnicity, gender, religion, income, disability, gender identity or sexual orientation.

If you feel unsafe in your home, please contact the Domestic Violence Helpline at 1-877-863-6338 or contact your local law enforcement. An individual can call **or text** to reach a trained Victim Information and Referral Advocate (VIRA). To locate a Domestic Violence Center in your city, visit: [Domestic Violence Agency Listing](#).